State of Montana Information Technology Managers Council

Minutes
September 7, 2016
8:30 a.m.
State Capitol, Room 152

Members Present:

Kim Moog, DLI, Chair
Ron Baldwin, SITSD/CIO
Tim Bottenfield, DOR
John Daugherty, COR
Sky Foster, AGR
Stuart Fuller, DPHHS
ᛏ Dan Chelini, DEQ
ᛏ Mandi Hinman, PSC
ᛏ Larry Krause, DOC
ᛏ Erika Billiet, Kalispell
ᛏ Edwina Morrison, CHE

Kreh Germaine, DNRC
James Gietzen, OPI
Cheryl Grey, DOA
Angie Riley, MPERA
Rob Shipley, STF (Alternate)
ᛏ Kyle Belcher, DOA
ᛏ Dale Gow, LEG
ᛏ Matt Jackson, GOV
ᛏ Lisa Mader, JUD

Staff Present:
Jennifer Schofield, Wendy Jackson, Brittney Brott

Guests Present: Ryan Betcher, Ryan Bahnmiller, Tom Murphy, Tom Marino, Irv Vavruska, Christie McDowell, Justin Porter, Jason Pekovitch, Becki Kolenberg, Veronica Lamka, Sean Rivera, Amber Conger, Audrey Hinman, Linda Kirkland, James Schneider, Jerry Marks, Matt Pugh, Ben White, Brian Lee, Tiffany Fox, Chuck Sollars, Joe Frohlich, Lynne Pizzini, Jody Troupe, Chris Hope, Jeff Unger, Pat McGleen, Greg McDole, Dustin Ostberg, Ben Callahan, Andrea Keno

ᛏ **Real-time Communication:** Kenny Kyler, Kim Warren, Lisa Mader, Aaron Mook, Amanda Sayler, Beth Stephenson, Chris Gleason, Christi Mock, Michael Jares, Manuel Soto, Cyndie Lockett, Michael Sweeney, Christi Mock, Peder Cannon, Phillip English, Randy Anderson, Raymond Carlson, Eric Tarr , Robert Cash, Edward Sivils, Suzi Kruger, Erin Stroop, Amber Godbout, Lisa Vasa, Maryann Costello, Mike Cochrane, Matthew Grimm, Curt Norman, Maura Gruber, Cheryl Pesta, Dave Johnson, Diedra Murray, Sue Leferink, Darrin McLean, Sean Rivera, Danny Straw, Steve Larsen, David Swenson, Theresa Bousliman, Thomas Judge, Tim Kosena, Wes Old Coyote, Zach Day, Jack Marks, James Thomas, Joel Hardamon, Jessica Plunkett, Anne Kane

Welcome and Introductions
Kim Moog welcomed the council to the September 7, 2016 ITMC meeting. All members and guests were introduced.

Minutes
Angie Riley made a motion to approve the August 3, 2016 minutes as presented. Tim Bottenfield seconded the motion. Motion carried.

State CIO Update
Ron Baldwin gave a brief overview of the State of Montana phishing campaign conducted in August 2016. 736 emails were distributed. 25% of the recipients opened the email. Of those, only 13% clicked on the phishing link. This is an improvement from the 2014 campaign which saw a 50% click rate. Mr. Baldwin outlined the upcoming Information Technology Procurement Request process (ITPR). This will be a fully automated, electronic workflow based process to be rolled out within eight weeks. Agency staff will have the ability to fill out an ITPR form electronically, submit and track their requests online. Once it is completed, Audrey Hinman

will conduct a demonstration. There will be a new policy to clarify when ITPRs are needed and a dashboard will be available with statistics on the ITPR process itself. There will be further training and discussion on this process in the future. Mr. Baldwin spoke about the quarterly Information Technology Board (ITB) meeting which is scheduled for September 8, 2016 in Capitol Building Room 152. On the agenda is a report from Lynne Pizzini on MT-ISAC. There will also be a discussion about eGovernment with Linda Kirkland providing an overview of the contract with Montana Interactive (MI) to supply and build eGovernment services. Becki Kolenberg will give her regular report. There are fact sheets that accompany both of these presentations and they are posted at http://sitsd.mt.gov/Governance/Boards-and-Councils/ITB. Ms. Kolenberg's report will set the stage for the workgroup, headed by Joe Chapman, to analyze the next steps for re-procurement. We are looking at 2020 as being a re-procurement period. Further agenda topics for ITB include; an ITMC update from Kim Moog, the Commissioner from the City of Bozeman will speak about Community Broadband and Jennifer Schofield will give an update on the IT Conference. Mr. Baldwin summarized the Enterprise IT Financial Workgroup (EITFW) activities concerning Volume 10. An interim meeting has been scheduled to begin framing the content and format of Volume 10. The workgroup will develop language for Volume 10 in terms of an executive summary that will accompany each agency's financial report. The queries have been run against Volume 10 and are being analyzed by the Budget Office. Amy Sassano will schedule meetings with each of the agencies to review their internal costs for IT. The discussion with the Governor's Office regarding House Bill 10 is on hold pending more information on the budget.

Business
Mobile Device Management (MDM) Update
Jerry Marks gave an update on MDM. A workshop with AirWatch was held on August 24 and 25, 2016. AirWatch will attend the IT Conference and conduct regular phone calls to facilitate the use of advanced features. There are currently 1,044 devices enrolled in Air Watch. We have 1,562 mailboxes in exchange that have active sync partnerships with mobile devices. There are 2,000 devices in active sync. 1/3 of those devices are no longer in use. The Boxer App is available for iOS in the production environment and allows for access to email, contacts and calendar. Currently 686 devices of 1,044 are enrolled as corporate owned devices. Five of those devices are shared corporate devices. 353 devices are enrolled as employee owned devices. Air Watch does offer user licensing versus device licensing for those using multiple devices. We chose device licensing due to its cost efficiency. It is also perpetual and transferable. User licensing is 1/3 more expensive than device licensing. As time advances and we see more mobile devices in our environment, user licensing may become the preferable option. MDM administrators need to make sure that their devices have the latest agents before the users upgrade to iOS version 10. The deadline for AirWatch enrollment is September 30, 2016. After that point, traffic will be restricted to AirWatch enrolled devices only.

Enterprise Content Management (ECM)
Audrey Hinman stated that(ECM) is in the process of setting up trainings. Most agencies are scheduled for trainings, with the exception of those near the end of the migration schedule. A resource has been repurposed from another section within the bureau and added to the EMC team to further facilitate this process.

Enterprise IT Convergence
Mr. Baldwin spoke to the group about the progress of Enterprise IT Convergence. Kick-off meetings are in progress and are 80% complete. Most agencies have submitted their inventories. SITSD gives the Governor a monthly status report to keep him informed on the progress.

Action Item: CIO Support Staff will send the link to the IT Convergence website and the IT Convergence SharePoint site to the ITMC distribution lists and post the links on the ITMC website (http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC).

Network Upgrades
Jody Troupe gave an overview of recent Network upgrades. Several projects were conducted over the last biennium to enable support of enterprise bandwidth needs and future growth on our network. 76 antiquated circuits have been upgraded. 90% End of Life (EOL) / End of Support (EOS) devices have been upgraded and the remainder are scheduled to be completed by the end of September, 2016.
Chris Hope explained what the future infrastructure will look like. Negotiations with carriers successfully lowered operating costs. Upgrades were made to the internet portals in both Helena and Billings. Infrastructure upgrades addressed issues on the Firewalls. The external switches and firewalls in Helena and Miles City were

upgraded. Routers in Helena & Billings were replaced and further upgrades to these are scheduled to be completed by November, 2016. Dark fiber circuits were terminated in Helena and moved to Metro Switch on their own routers. In addition, there were Web Sense upgrades in Helena and Miles City. A Layer 7 Firewall Proof of Concept (POC) is being conducted in Helena with Sliver Bow and Missoula counties between Cisco and Palo Alto. Upgrades were also made to the hubs in Helena and Miles City. Mr. Hope provided a high-level overview of the Core Network.

 Q: Ms. Moog: What do these upgrades mean in terms of performance and speed?

 A: Ms. Troupe: In the past agencies had the option to go to 10 Meg. Now agencies have the option to go 100 Meg. For almost the same price depending on the site and equipment.

Stuart Fuller explained that these upgrades allow DPHHS to pull servers back from sites and removes the need to run file servers. It also allows DPHHS to conduct more remote administration. Application performance has enhanced with higher bandwidth. These presentations are posted on the ITMC website (http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC). If you have any questions regarding Network Upgrades, please contact Jody Troupe at jtroupe@mt.gov or Chris Hope at chope@mt.gov.

Ms. Troupe give a brief update on the implementation of Solar Winds. Solar Winds is a more robust tool than Intermapper. Intermapper is currently being used on the MINE site to show graphing and charting for what circuits are running at. The goal is to have the system fully stood-up by the end of December, 2016. More modules have been purchased and our subscription to Solar Winds has been renewed.

Action Item: Ms. Moog and Mr. Baldwin will speak to the success of Network Upgrades and the corresponding cost savings at the Information Technology Board (ITB) meeting on September 8, 2016.

Voice Over IP

 Jody Troupe announced that a decision has been reached to move forward with Avaya as a vendor for the Voice Over IP (VoIP). The Decision Brief and the business case is being reviewed by the EITFW. If there are no objections, SITSD will move forward with this solution. This vendor was selected due to the feature set, price, ease of migration path, high scalability and ability of license repurposing from Nortel to Avaya Red. Many of the legacy EOL programs can be replaced by solutions that are offered by Avaya. Avaya will conduct a test lab during the IT Conference where employees can test the different types of handsets available and ask questions of the experts. We will begin replacing some of the old Lync phones immediately.

 Q: Mr. Fuller: With the Avaya Red product and the integration exchange, will we be addressing things like we can do with the Lync phones? This does not make sense?

 A: Ms. Troupe: Yes, it's highly integrated with Lync so none of that information gets lost.

 Q: Mr. Stuart: Will we be able to switch out our old phones for voice phones?

 A: Ms. Troupe: Yes, that is what we plan to do first. Jeff Unger has already created a test environment for the infrastructure in the core. Initially, SITSD will stand up the core in Helena to enable limited deployment of Avaya on the Helena campus. We have 200 licenses. With those licensed we would like to replace some of the Lync phones.

 Q: Mr. Fuller: Can you talk about replacement for Call Pilot and Symposium?

 A: Ms. Troupe: Avaya recently performed a demonstration on their Contact Center. It contains all of the current features that are now involved in multi-channel contact centers. Avaya offered experts to conduct a Discovery Process to assess agency needs and develop a plan to address those needs. This process will be free of charge and is being offered around October, 2016.

Jeff Unger spoke about the changes that will accompany the switch to Avaya Red. The bandwidth usage can be turned down on the newer phones to accommodate sites with lower bandwidth capabilities. Calls can be controlled from end to end to eliminate dropped calls and the other issues that occur with remote sites. There will be one database for all sites, one voicemail system and seven digit dialing. Ms. Troupe confirmed that there will be a large outlay cost at the beginning to launch this project and that this cost is proposed to come out of House Bill 10. Mr. Fuller commented that there are several sites where the phone system is tied to the building lease. In these cases, phone system updates become a part of the lease negotiation. Mr. Fuller advocated that EITFW consider the possibility of separating the phone system from leases in the future so all sites can be on a similar system. Mr. Baldwin asked that all agencies review the Decision Brief and consider the strategic importance of this project. This will be helpful in moving the funding request forward.

 Q: Phillip English: Is there going to be more control of the phones for the agencies?

 A: Mr. Unger: There is a security feature called System Manager in the Avaya platform. End users can change features and names on their phone. It is very cost effective for moves, adds and changes.

GovDelivery Update
Amber Conger informed the council that GovDelivery has been added to the approved software list. If agencies are eager to move forward, they may submit an ITPR. There is a call scheduled to finalize discussions for pricing on an enterprise level. If agencies wish to move forward now, it would be on an individual agency by agency basis. The Decision Brief will be posted by the end of next week, pending pricing information.

IT Conference Update
Jennifer Schofield gave a brief update on the 2016 Government Information Technology Conference that will be happening December 12-18, 2016. It will be located at the Radisson Hotel (formally the Red Lion). Vendor registration will close September 29, 2016. This is done on a first come first served basis so if there are any vendors that would like to sign up as a sponsor or for a booth, they need to contact Amber Conger at or Jennifer Schofield at ITConference@MT.Gov. Attendee registration will go live on September 15, 2016. Email notifications will be sent out, as well as notifications of website updates to facilitate attendee registration. Please visit ITConference.MT.Gov for more information. Please reach out to Ms. Conger or Ms. Schofield with any questions.

Managed Printers
Ryan Betcher gave an update on the Managed Printers program and installation progress to date. 360 Office Solutions has completed 129 quotes for the 273 Toshibas that have to be replaced. Of those quotes, there are 95 orders that have been placed for Multi-Functional Devices (MFDs). 25 of the MFDs have been installed. 15 are ready for delivery. 10 are ready for Media Access Controlled (MAC) addresses to be sent to the agencies IT departments for MABs to be built. 5 have been sent to agencies and are waiting for Mac Authentication Bypass (MABs) to be built. Installs have been averaging between 10-15 minutes. 360 Office Solutions has been able to get these copiers set up and ready to go with little downtime. They are also conducting training sessions with key operations There is an average of a two-week waiting period from when the machine is ordered and when it is set up and installed. Print and Mail has completed over 80 of the cost comparisons and, based on those, the state will receive a $42,000 a year reduction in the leasing of the new printers. This does not include savings due to combining devices such as stand-alone printers and fax machines. FM Audit is now installed and will audit these machines as part of the billing process. 360 Office Solutions will use this information to create the invoices. We are in the test phases of this right now.

Standing Reports
MT-ISAC Update
Joe Frohlich gave highlights from the August MT-ISAC meeting. In conjunction with Mr. Baldwin's update on the phishing campaign, about 13% of the recipients that received the link actually clicked on it. The average opening time of the email was within six hours of receipt. A large portion of the recipients opened the email within the first thirty minutes. Had this been a true malicious message, it could have spread very quickly. SITSD was tasked by the State Administrators and Veterans Affairs Committee (SAVA) to check all state agency websites for privacy statements to ensure compliance to MCA217-505. The Information Security Bureau reviewed over 170 unique URLs with the mt.gov domain. There were approximately 29 findings of compliance issues. Of that, 16 were broken links and 13 were URLS that did not have a link. Sean Rivera has contacted the affected agencies and asked for remediation and response by September 30, 2016. MT-ISAC approved the Best Practices Workgroup Traveling Abroad Cyber Tips document as a best practice. This has been added to the https://sitsd.mt.gov/Governance/ISAC. The next MT-ISAC meeting will be September 15, 2016 from 11:00 AM to 1:00 PM in capitol room 137.

Enterprise IT Financial Workgroup
Kim Moog gave a summary of the last EITFW meeting. The workgroup reviewed the data in Volume 10. There is still some concern about the HR data and the pay period ending date. There were also discussions about the job code issues. There is a lack of consistency across departments about how jobs are coded for IT. Jay Phillips developed language that will be attached to the Volume 10 publication. The workgroup will then cultivate an agency specific disclaimer if we do not agree with the data. The workgroup will meet again in one week to ensure preparedness for the legislative session.

Legacy Systems / End of Life Planning
Stuart Fuller spoke about the Legacy Systems/ End of Life Planning Workgroup. A meeting for this workgroup will be scheduled this month. This group will look at mainframe strategies with and end goal of getting off the

mainframe. The group will also look at strategies to replace Oracle Forms and Reports applications. The group is focusing on a solution that will not lock the state into proprietary technology. Meeting invites will be sent out shortly.

Asset Management and Inventory Workgroup
Tim Bottenfield gave a status report on the Asset Management Inventory Workgroup. There is a Request for Information (RFI) in process at the moment. Further information will be communicated as the Workgroup progresses.

eGov
Mr. Baldwin spoke to the council about eGov. There is a workgroup chaired by Joe Chapman that will discuss requirements, timeline and scope for a future procurement. The end of the year 2020 is when all contract extension options end with Montana Interactive. Kick-off for this discussion will take place in the Information Technology Board (ITB) meeting on September 8, 2016. We will solicit the board's input in the discussion and keep them informed. ITB will serve as executive board guidance for this contract.

<u>Adjournment</u>
Next Meeting – October 5, 2016, Capitol Building, Room 137

Member Forum/Future Agenda Topics – None
Public Comment – None
Important Deadline Review
Action Item: CIO Support Staff will update the Important Deadlines document to reflect the date for the MT-ISAC conference.

Adjourn
The meeting was adjourned at 10:24 AM.